

More Detailed Information About Changes to appointment booking at Jubilee Park Medical Partnership from 8th September 2025.

From 8th September 2025, Jubilee Park Medical Partnership are changing and improving how you access our appointment system.

We have listened to patient feedback and recognise that telephone access and accessing appointments has been difficult and frustrating process for some time. We will be moving to what the NHS calls a Modern General Practice Access Model. It is the model that the NHS and Government are encouraging GP practices in the UK to adopt. It is the model that is believed to end the 8am rush, waiting in a telephone queue to try and getting an appointment on a first come first served basis. More information about this can be found at the following links

[NHS England » Modern general practice model](#)

[NHS England » Delivery plan for recovering access to primary care](#)

[Care navigation and triage in general practice \(bma.org.uk\)](https://www.bma.org.uk/care-navigation-and-triage-in-general-practice)

Our current appointment system will be replaced with a system where every patient who wants an appointment on the day or a non-urgent appointment with a GP will have their needs assessed. The requests for appointments will also be made via an online form via our website rather than by telephone. Every request for this type of appointment will be reviewed by our triage team. This will be a GP and a member of our Care Coordinator Team.

NB: Appointment requests will not be triaged for our Practice Nurses or Health Care Assistants e.g. for long-term condition reviews, blood taking appointments, dressing changes, cervical smears, vaccinations. You can raise a request for an appointment via our website or you can book these appointments via telephone.

Requests for an appointment should be made through SystemConnect which links into our clinical system, so that we can ensure that all the information the GP needs to triage the request is collected and passed to them. SystemConnect is an online system available from a link on the home page of our website every weekday from 8am to 1pm for urgent appointment requests and 8am-6.30pm for non-urgent appointment requests. Appointment requests may close earlier than the stated times if capacity is reached and no safe appointment slots remain. If you find that you require an urgent appointment after 12pm or if requests have closed, please contact our care coordinator team by telephone. We may direct you to an alternative same day provider such as 111, walk in centre or A&E if you contact us via telephone after our urgent requests have closed at 1pm.

Many patients will be able to complete the online appointment request through our website (www.thejubileepractice.co.uk) via their phone, computer or tablet and this is the way we would encourage our patients to do it. However, patients who do not have internet access or are otherwise digitally excluded will still be able to complete the SystemConnect form by:

- Coming into either of our sites and making the request via our reception desk
- Phoning the practice and asking the Care Coordinator team to complete the form for you

Please try to leave these options for those patients who are genuinely unable to complete the form online themselves.

Once a SystemConnect form has been completed it goes directly to the triage team. They will review your request and assess your need. A good tip here is to remember when you complete the form you are sending a note to a GP, so try to put as much information in as you would if you were speaking to a doctor directly. It may be necessary for us to ask you a few additional online questions to help our clinicians prioritise those patients who need more urgent care.

Once the triage team have reviewed your request, they will determine what the best solution is for you. It might be they will sign post you to the Pharmacy First scheme, which means going to a pharmacy is the best solution for you on the day. If they decide you need an appointment with a member of our team (Doctor, Advanced Nurse Practitioner, Nurse Prescriber, Physiotherapist, Pharmacist, Social Prescriber), they will assign you an appointment on the day or an appointment in the future. They will also decide whether a face-to-face appointment is required or if the appointment could be completed by telephone.

If you have raised an urgent appointment request, we will respond to you that working day to let you know the best solution for you.

If you have raised a non-urgent appointment request or administrative queries we will respond to you within 48 working hours.

A same day appointment means the triaging GP believes you need to be seen on the day of your request. A non-urgent appointment means they believe that your need is not urgent and can be satisfactorily resolved with an appointment up to two weeks away.

If you have been assessed as requiring a same day appointment you will be contacted by telephone.

If you have been assessed as having a non-urgent need you will be sent a self-booking link so you can book the next available routine appointment that suits you and with a choice of GP. If you do not have access to the internet, you will be contacted by telephone to book the appointment.

Our Care Coordinator team are not able to overturn the GP's triaged assessment of appointment need because they are not clinically trained.

We will still have a finite amount of capacity on any given day. This capacity is limited both by the availability of clinicians and by the availability of clinical rooms. Once we have reached our safe working limits, we cannot create additional space.

If you have been assessed as needing to be seen on the day, but we have reached our safe limits, we have to direct you to 111, the Urgent Care Centre or A&E. We only do this when we genuinely have no capacity.

Following implementation of this new appointment booking process we will continue to review patient satisfaction with the new system and review areas where patients are not so satisfied to see what further improvements we can make.

No type of appointment system will suit everyone, and whilst change is always difficult, we hope the shift to the new model will improve the overall appointment booking system for our patients.